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Maintenance Service

CCC determines that this is
a Maint-service problem

CPU, MONITOR, PRINTER
Maint-Service

MONITOR

YES

Is this a hardware
problem ?

YES

With customer on the line, CCC
pulls up break/fix web site and
enters information that customer
supplies

(This step has been
discontinued due to Phase III
PC Replacement Program)

CCC submits replacement
request and gives tracking
number to customer

(This step has been
discontinued due to Phase III
PC Replacement Program)

CPU

NO

Is this a hardware
problem ?

YES

With customer on the line, CCC
pulls up break/fix web site and
enters information that customer
supplies

(This step has been
discontinued due to Phase III
PC Replacement Program)

CCC submits replacement
request and gives tracking
number to customer

(This step has been
discontinued due to Phase III
PC Replacement Program)

PRINTER

YES

Is this a hardware
problem ?

YES

With customer on the line, CCC
pulls up break/fix web site and
enters information that customer
supplies

CCC submits replacement
request and gives tracking
number to customer

NO

NO

CCC solves problem or reroute to
appropriate support organization or
CNST/MCSE and update call